



## STAR ONLINE PUBLICATION



**Case Number:** S2123000076

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Both Exterior Mirrors Not Power Folding

**Customer Complaint/Technician Observation:** Neither power folding mirrors fold. DDM (drivers door module) and PDM (passenger door module) may have DTC's B1F04-11, B1F04-15 Mirror Control Circuit ; B1F04-12, B1F04-16 Mirror Control Sensor Position Circuit.

**Discussion:** It is most likely not necessary to replace both mirrors for this condition. The DDM (Driver Door Module) controls the power fold function of both the Driver and the Passenger side mirrors. When either of the mirror switches are pressed, a message is sent to the DDM to actuate the appropriate electronic mirror motors. Therefore, it is necessary to review the DTC to find which side mirror has the active DTC and only replace the mirror indicated by the DTC. A DDM failure may cause both mirrors to not power fold.

>>>Service tip>>> After replacing a power folding mirror and prior to confirming if the issue has been resolved, cycle the power fold function three times in order to sync up the mirrors to the door control modules.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**